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AMENDMENTS TO THE CLAIMS:

Applicants propose to amend claim 3 as denoted in the following listing. This listing of claims will replace all prior versions and listings of claims in the application:

1. (Previously Presented) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing a generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having heterogeneous network components associated with the selected customer record and the heterogeneous network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of the heterogeneous network components spanning the customer and the specific service.

Claim 2 (Canceled).

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3. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a permanent database with network component information, the permanent database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing the permanent database for one or more customer records corresponding to the customer identification data[[,]];

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer records contains <u>the actual circuit path information having</u> heterogeneous network components associated with the customer record and the heterogeneous network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of the heterogeneous network components spanning the customer and the specific service.

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4. (Original) The method of claim 3, said populating step further comprising:

sending component access information to an element management system, the element management system retrieving network component information from at least one component in the network;

receiving the network component information from the element management system; and

storing the network component information in the permanent database.

5. (Original) The method of claim 3, further comprising:

updating the permanent database based on an automatic event.

6. (Original) The method of claim 3, further comprising:

updating the permanent database based on a manual event.

7. (Original) The method of claim 5, said updating step further comprising:

collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the permanent database according to comparison rules.

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8. (Original) The method of claim 6, said updating step further comprising:

collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the database according to comparison rules.

Claims 9-15 (Canceled).

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16. (Previously Presented) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing a generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having network components associated with the selected customer record and the network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of a customer path spanning the customer and the specific service.

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17. (Previously Presented) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a generic information model database with network component information, the database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing the database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having network components associated with the selected customer record and the network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of a customer path spanning the customer and the specific service.

18. (Canceled).

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